Part 1. Eligibility

The MassHealth Card

The MassHealth card identifies a person as being a MassHealth member. Possession of a MassHealth card, however, does not guarantee that the cardholder is eligible on the date of service, or that MassHealth will pay for services. Therefore, the provider should request to see the card and must access the Recipient Eligibility Verification System (REVS) to verify eligibility for a specific service and date. Examples of the MassHealth card may be found in the *REVS User Guide* at www.massrevs.eds.com.

Verifying Eligibility

The Recipient Eligibility Verification System (REVS) provides you with eligibility information for all MassHealth members. By verifying a member's eligibility on the day of service, you may be able to reduce the risk of your claims being denied. Contact information for the REVS HelpDesk appears in Appendix A of this provider manual.

To access REVS, go to www.massrevs.eds.com. All providers are required to have a user ID and password to use REVS. To obtain a user ID and password, each provider must sign a MassHealth Trading Partner Agreement (TPA). All REVS access methods can be used for eligibility verification. Some of these methods can also be used to check the status of a claim that has been fully processed by MassHealth. Listed below are some of the methods available for accessing REVS, with a more detailed description of each method.

For providers with high-speed Internet access who conduct eligibility-verification transactions, the following options are available:

- WebREVS (Internet site, recommended option)
- PC software (high-speed ISP or dial-up modem connection)

Appendix Y of this manual lists the active REVS codes and their respective service restriction messages. You may also refer to the *REVS User Guide* located in the REVS section on www.mass.gov/masshealth for more information about these and other access methods.

Trading Partner Agreements (TPA)

To access REVS, an authorized MassHealth provider must first have submitted a signed TPA. The primary contact for the Health Insurance Portability and Accountability Act (HIPAA) at your organization should be able to tell you whether you have a signed TPA on file. A TPA is part of the MassHealth Provider Enrollment packet. The TPA and other related information are available on the MassHealth Web site at www.mass.gov/masshealth under the link for MassHealth Provider Forms.

User ID and Password

You must also have a valid user ID and password to access REVS. To determine if you have a valid user ID and password, call the REVS HelpDesk after submitting the signed TPA referred to in the preceding section. Details about the user ID and password may be found in the *REVS User Guide*.

HIPAA Compliance

REVS meets the ANSI ASC X12N 270/271 Health Care Eligibility Benefit Inquiry and Response standards. Data transmissions to and from these systems meet the security standards of the HIPAA Security Regulations. Associated companion guides for the HIPAA 270/271 transaction can be found at www.massrevs.eds.com.

Security and Privacy

Your current MassHealth provider agreement in combination with the TPA requires you to make every effort to secure and protect information transmitted to and received from our system. The HIPAA Privacy Rule establishes the base line for the MassHealth privacy policy. Stricter local laws take precedence over the HIPAA base line.

Explanation of MassHealth Coverage Types

Based on eligibility requirements, MassHealth members receive benefits according to specific coverage types. REVS provides the member's coverage type as part of the eligibility verification transaction. Providers should refer to the specific MassHealth regulation at 130 CMR 450.105 for a list of covered services by coverage type and for other information and requirements about each coverage type. Provider regulations are available on our Web site at www.mass.gov/masshealth in the Provider Library.